ABSTRACT OF THE DISCLOSURE

Disclosed is an error-processing system and method for printers. An error-processing method for an error-processing system for printers wherein the system has a user terminal installed with a printer driver to control drives of a printer and a printer server connected through the internet, according to embodiments of the present invention, comprises steps of sending an error recovery request signal to the printer server if an error occurs during print jobs for print data in use of the printer; providing the user terminal with a debug utility capable of capturing information related to the error if the error recovery request signal is received; installing the debug utility transferred from the printer server into the printer driver and sending the information captured by the installed debug utility to the printer server; and receiving the information captured by the debug utility from the user terminal, finding out and solving a cause of the error, and sending the result to the user terminal. Accordingly, the present invention enables service technicians or printer developers to simulate and solve errors without direct visits to the sites where faulty printers are located, to thereby reduce the time required to fix the errors.